The new security norm

How to select the right people for the job

Endorsed by





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What HR has to know!

The New Norm

Due to the pandemic, ***we have to adapt to a new norm*** because this situation could be in theatre for years to come or when some miracle drug is discovered. We confirm this statement by stating the fact that the number of variants is now increasing rapidly, and the entire globe needs to be inoculated at the same time with the same vaccine potency.

An entity or company is only as good as its people

There is more HR in Security than in HR itself. Unfortunately, there are security managers that report to HR but when the Security Manager knows exactly what they do - then the HR will trust and respect the security manager's intellect as they have much in common. This also holds true with the financial department because the emphasis is now on profit protection.

Selecting the right people and why

Once again, we re-iterate that there is a pandemic in theatre and tailing is the economic meltdown. This means that there are many more desperate *people that could react differently to what was the norm*.

HR should be aware that security practitioners experience individuals or groups that could be aggressive which could manifest into violent behaviour. This means that security do handle life impacting and deadly outcomes. *Therefore, the new norm must consider* to the *layering of manpower by skillsets and character traits* of the individuals.

It is not the weapon that causes murder, rape or mayhem - it is people. Security handle real time emotional people regardless of their state of mind that could swing within seconds.

HR should appreciate that; the security has to manage the movement (flow) besides the behaviour of people. Therefore, the character traits of security should be assessed, as in,

- People that are bias; will display their emotions in their tone of voice and in their body language. This could fuel tensions therefore employing people that are bias towards any political body, religious beliefs or moral code could spike increased aggression.
- Talking to attitude or moral code; There may be security practitioners that are anti-vax and could compromise the stringent protocols.

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- We must bring into this now as the new norm because there could be an increase in terror attacks based on recent changes in the global dynamics that may prompt the question: '' Could the applicant be radicalized? We do know that there have been radicalized security officers that have murdered, resulting in major reputational damage. It is not good to point fingers because any security company could experience this dreadful scenario. The HR using certain skills below could be capable of uncovering the true feelings of people or a change in a person's character besides using other forms of intelligence gathering methods.

Escalated crime and New Crime related to the threat

HR should know that with the economic meltdown, people could break their moral code and resort to despicable behaviour. Therefore, HR should know that security considers the crime related as in,

- Increased corruption, bribery, the selling of company secrets, extortion, to mention but a few. Keep in mind that people have phone video recorders and if a bribe or aggression and violence is captured then social media will have a field day resulting in *reputational damage.* This could impact the profits because customers that avoid going to site - means that no money is going to arrive at the front door.
- During recessions of sorts - the illegal economy grows. There could be attempts by transnational, local organized crime, gangs or lone wolf criminals to infiltrate or hijack companies, departments, desperate employees or assets. These criminals or groups pray on desperate people, and one may need to identify the silent victim that could be working on their own voluntarily or in concert with others under duress.

Certificates and Skills

HR would be considering the regulators criteria for certain job functions. Certificates could prove a person is educated in certain knowledge, but it is the skillsets that make them relevant. The HR must now seriously acknowledge that the mix of knowledge and skills is required for relevancy from here on into the 20twenties at least.

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Managing the people and finding the crime

Consider the simple facts:

There are millions of criminals trying to outsmart or out-think the security system (tech and manpower).

- People do lie, hide or volunteer information. *The security practitioner cannot afford to be misled.* Professional practitioners that are gullible and naïve to the fact that people do such simply heightens the risk factor. Therefore, if they can prove the fact that they have had some form of education relating to reading people and the situation - then that is excellent.
- Crime or Criminology-Risk Situational awareness

Based on the principle '' Security success depends on the level of situational awareness of the people on the ground and their reaction speed'' (Kirsten J, 2018).

As said, it is people that cause crime. The crime investigator gets called only after an incident. The security practitioner must be able to find the crime, the person or people involved before it becomes an issue.

Therefore, the follow ingredients form the most important skillset.

- Lie, deception detection and critical situational interviewing meaning that the assessment must be done within seconds.
- Criminology-Risk knowledge means that one has to know where, how and why to look for distinct crime especially new crime.
- Emotional intelligence to identify a person or people that are being anxious and the ability of calming people down. These skills could be found in leadership skills, conflict management and strangely enough in lie, deception detection and critical situational interviewing as its emotion management based. .

Character Traits of a substantial applicant

- Balanced empathy and ego drive
- Investigative minded
- Studious

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Knowledge Relevancy

The above hopefully paints a picture that the health protocols of covid are not sufficient to be relevant for this moment in time as security obviously does more. There are distinct protocols for shopping centres that are quite different to housing management containing protocols for hotels, ships, old aged homes, boarding schools, etc. This is not a one size fits all kind-of-thing.

View the Lie, Deception Detection Tool along with Security Criminology-Risk knowledge

and View the Freely Sponsored Clips and Booklet for Security Officers

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